

Information Access

and Civil Discourse in the Digital Age

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Today...

Factors influencing information access in a digital environment

 $Observations\ on\ civil$ 

The role of the Library

# Information Access

66 "The best thing about the Internet is that it gives everyone a voice, and the worst thing about the Internet is that it gives everyone a voice."

Factors Influencing Personal Learning Access EnvironmentsFilter Bubble Search Language

Learning Environments Personal

Where the facts are most obscure, where precedents are lacking, where novelty and confusion pervade everything, the public in all  $its \ unfitness \ is \ compelled$ to make its most important decisions.

--Walter Lippmann, 1927

Personal Learning Environments



Nearly infinite information, choice

Selective Exposure

Cognitive Dissonance

Confirmation Bias

66 Motivations

66 Learning vs. Reinforcement

Understanding vs.

Personal Learning

Environments

Bridges vs. Walls

- •Thesis
- •Research
- •Frustration

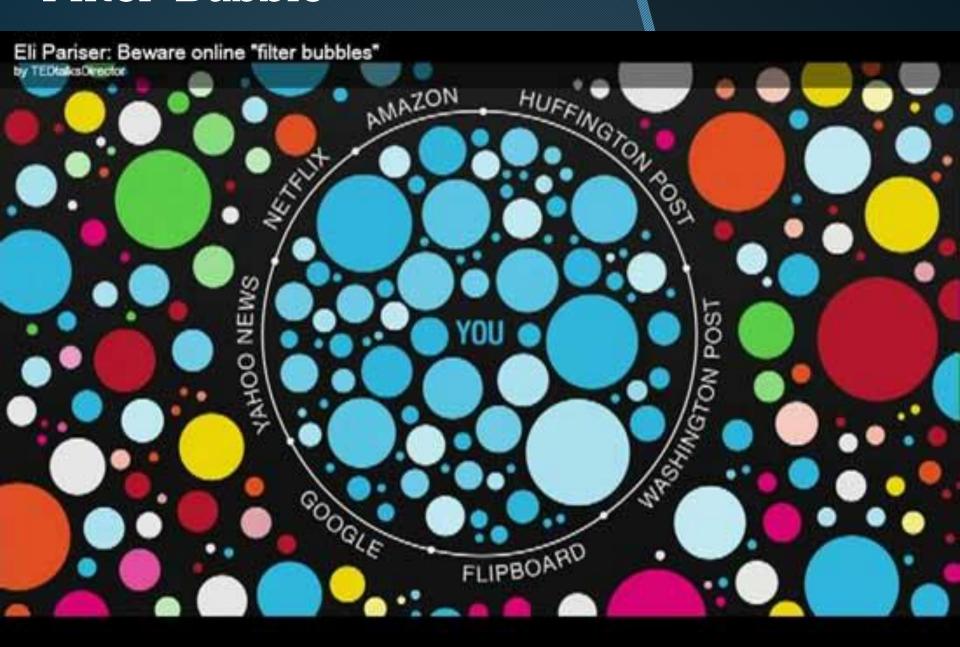
- •Topic
- •Overview
- •Question
  •Research
- •Thesis





#### Filter Bubble

#### Eli Pariser





Global Warming Climate Change Greenhouse Effect

About 296,000,000 results (0.24 seconds)

Ad related to global warming ①

#### Global Warming - Chevron.com •

www.chevron.com/ \*

Chevron is Developing Solutions & Strategies For Climate Change.

#### Global warming - Wikipedia, the free encyclopedia

en.wikipedia.org/wiki/Global\_warming - Wikipedia -

Global warming refers to an unequivocal and continuing rise in the average temperature of Earth's climate system. Since 1971, 90% of the warming has ...

Greenhouse gas - Effects of global warming - Global warming controversy - Politics

#### News for global warming



Dire signs from a warming world o

Washington Post - 3 hours ago

The rallying cry of the denialists — "It's really cold outside, so **global** warming must be a crock!" — can be taken seriously only by those with a ...

Global Warming Battle Is Over Market Share, Not Science 
Bloomberg - 1 day ago

Global Warming Facts, Causes and Effects of Climate Change | NRDC ○
www.nrdc.org/globalwarming/ ▼ Natural Resources Defen... ▼
NRDC: NRDC provides facts on global warming, causes of global warming, climate changes effects and offers solutions to the problem.

#### Global Warming & Climate Change •

topics.nytimes.com/top/news/.../globalwarming/ ▼ The New York Times ▼ The average surface temperature of earth has increased more than 1 degree Fahrenheit since 1900 and the rate of warming has been nearly three times the ...

#### Global Warming -- National Geographic •

environment.nationalgeographic.com/.../global-... ▼ National Geographic ▼ Global warming facts, pictures, video, and quizzes from National Geographic.

#### Home | Climate Change | US EPA •

www.epa.gov/climatechange/ ▼ United States Environme... ▼
Official government site provides comprehensive information on the issue of climate change and global warming including climate change science, U.S. climate ...

### Global Warming: Confronting the Realities of Climate Change ... www.ucsusa.org/global warming/ Union of Concerned Scie...

The planet is warming and human activity is the primary cause. Learn about the science and consequences of **global warming** — and the practical solutions we ...

### Global Warming: 2014 Articles, Facts, Causes & Effects | LiveScience www.livescience.com/topics/global-warming/ LiveScience

The latest articles and facts about **global warming** and its causes, plus a look at the effects of climate change: rising sea level and severe weather.

### Global Warming | Monitoring References | National Climatic Data ... ○ www.ncdc.noaa.gov/.../global-warming.... ▼ National Climatic Data Ce... ▼

A general overview of global warming and the science behind its understanding.

#### Global Warming Effects Map - Effects of Global Warming O

www.climatehotmap.org/ -

... flooding, melting glaciers, earlier spring arrival, coral reef bleaching, and the spread of disease. Learn about practical solutions to curb global warming.

#### In-depth articles



#### Global Warming's Terrifying New Math

Rolling Stone - Jul 2012

If the pictures of those towering wildfires in Colorado haven't convinced you, or the size of your AC bill this summer, here are some hard numbers abo

Explore: new math



#### To The Horror Of Global Warming Alarmists, Global ... o

Forbes - May 2013

"Global warming which has been the subject of so many discussions in recent years, may ... Suggestions that global warming has stalled are a "diversionary tactic" from "deniers" who ...



#### No Need to Panic About Global Warming •

The Wall Street Journal

Sixteen scientists write in The Wall Street Journal that there's no compelling scientific argument for drastic action to 'decarbonize' the world's economy. About 793,000,000 results (0.22 seconds)

Ad related to climate change ①

#### Climate Change Action - bloomberg.org •

www.bloomberg.org/Environment -

Bloomberg Philanthropies is Taking Action to Protect the Planet.

Government Innovation - Education - Environment - About Us

#### News for climate change



Vulnerable to climate change, Cameroon tackles the problem head-on o

The Guardian - 5 hours ago

A man rides a bicycle in Cameroon; a country very vulnerable to climate change that it didn't cause, but developing innovative solutions to the ...

Climate change threatens tea crops o

Boston Globe - 5 hours ago

Editorial: Coping with climate change o

GazetteNET - 2 hours ago

#### Home | Climate Change | US EPA •

www.epa.gov/climatechange/ - United States Environme... -

Official government site provides comprehensive information on the issue of climate change and global warming including climate change science, U.S. climate ...

Basics - EPA - A Student's Guide to ... - Greenhouse Gas Emissions - Science

#### Climate change - Wikipedia, the free encyclopedia

en.wikipedia.org/wiki/Climate\_change - Wikipedia -

Climate change is a significant and lasting change in the statistical distribution of weather patterns over periods ranging from decades to millions of years.

Global warming - Scientific opinion on climate ... - Climate change denial - Mitigation

#### Global Warming & Climate Change •

topics.nytimes.com/top/news/.../globalwarming/ ▼ The New York Times ▼ United Nations draft report says nations have so dragged their feet in battling climate change that situation has grown critical and risk of severe economic ...

#### Climate Change: Vital Signs of the Planet •

climate.nasa.gov/ ▼ NASA ▼

Vital Signs of the Planet: Global Climate Change and Global Warming. Current news and data streams about global warming and climate change from NASA.

### Climate change news, comment and analysis | Environment | The ... ○ www.theguardian.com/environment/climate-change ▼ The Guardian ▼ Latest news, comment and analysis on climate change and global warming from the

Latest news, comment and analysis on climate change and global warming from the Guardian, the world's leading liberal voice.

#### Climate Change Home •

climatechange.worldbank.org/ ▼ World Bank ▼

Climate change is a fundamental threat to sustainable development and the fight against poverty. The World Bank Group is concerned that without bold action ...

#### Climate change - New Scientist o

www.newscientist.com/topic/climate-change 
New Scientist

New Scientist

New Scientist

Revenue and greenhouse gases.

Climate Change: Pictures, Videos, Breaking News - Huffington Post ♥
www.huffingtonpost.com/news/climate-change/ ▼ The Huffington Post ▼
Big News on Climate Change. Includes blogs, news, and community conversations about Climate Change.

#### In-depth articles



#### Global Warming's Terrifying New Math o

Rolling Stone - Jul 2012

If the pictures of those towering wildfires in Colorado haven't convinced you, or the size of your AC bill this summer, here are some hard numbers about climate change: June broke or ...

Explore: new math



#### Why the Global Warming Skeptics Are Wrong by ... •

The New York Review of Books - Mar 2012

The threat of **climate change** is an increasingly important environmental issue for the globe. Because the economic questions involved have received relatively little attention, I have ...

Explore: global warming skeptics



#### Climate Panel Cites Near Certainty on Warming ... •

The New York Times - Aug 2013

A new report from the Intergovernmental Panel on Climate Change states that the authors are now 95 percent to 100 percent confident that human activity is the primary influence on ...

About 35,400,000 results (0.23 seconds)

#### Greenhouse effect - Wikipedia, the free encyclopedia o

en.wikipedia.org/wiki/Greenhouse\_effect \* Wikipedia \*

The greenhouse effect is a process by which thermal radiation from a planetary surface is absorbed by atmospheric greenhouse gases, and is re-radiated in all ...

History - Mechanism - Greenhouse gases - Role in climate change

#### The Greenhouse Effect | A Student's Guide to Global Climate ... •

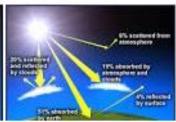
www.epa.gov/.../greenhouse-effect.html ▼ United States Environme... ▼ Sep 9, 2013 - The Greenhouse Effect. If it were not for greenhouse gases trapping heat in the atmosphere, the Earth would be a very cold place. Greenhouse ...

#### Images for greenhouse effect - Report images









#### The Greenhouse Effect - HyperPhysics o

hyperphysics.phy-astr.gsu.edu/.../grnhse.htm... ▼ Georgia State University ▼ The greenhouse effect refers to circumstances where the short wavelengths of visible light from the sun pass through a transparent medium and are absorbed, ...

#### Climate Change: Causes O

climate.nasa.gov/causes ▼ NASA ▼

Vital Signs of the Planet: Global Climate Change and Global Warming. What is the "greenhouse effect"? What is causing it? Are humans to blame? What does ...

#### The Greenhouse Effect - Canada's Action on Climate Change •

www.climatechange.gc.ca/default.asp?lang=En&n=1A0305D5-1 •

The Greenhouse Effect. In a greenhouse, energy from the sun passes through the glass as rays of light. This energy is absorbed by the plants, soil, and other ...

#### Greenhouse effect - Department of Climate Change O

www.climatechange.gov.au/greenhouse-... 

Department of Climate Ch...

The greenhouse effect is a natural process that warms the Earth's surface. When the Sun's energy reaches the Earth's atmosphere, some of it is reflected back to ...

#### The Greenhouse Effect - National Geographic •

environment.nationalgeographic.com/.../gw-ove... ▼ National Geographic ▼ Learn about Global Warming at National Geographic. Get facts, news, wallpapers, watch videos, and learn about solutions.

#### Greenhouse Effect: Background Material o

www.ucar.edu/learn/1\_3\_1.htm ▼ University Corporation for... ▼

This section provides an overview of the earth's atmospheric "greenhouse effect" by briefly exploring the atmospheres of nearby planets and discussing our ...

#### The Greenhouse Effect O

www.greenhouse-effect.nl/ -

The Greenhouse Effect Coffeeshop, Hotel, Bar situated in Red Light District Area, Amsterdam, Holland, The Netherlands. One stop for marihuana and hash ...

#### What is the greenhouse effect?

www.weatherquestions.com/What\_is\_the\_greenhouse\_effect.htm ▼
Jun 6, 2012 - Brief, simplified description of the Earth's natural and human-enhanced
greenhouse effect.

•You

- •Junk
- •hoax •myth
- •alarmist



Global warming conspiracy theory - Wikipedia, the free encyclopedia ●
en.wikipedia.org/wiki/Global\_warming\_conspiracy\_theory ▼ Wikipedia ▼
Global warming conspiracy theorists typically allege that, through worldwide acts ....
Regarding the persistent belief in a global warming hoax they note that the ...
Background - Sample claims - Motives - Criticism

#### News for is global warming a hoax?

#### Letter: Global warming hoax o

AberdeenNews.com - 2 days ago

A hoax is to deceive, and we are witnessing one of the greatest hoaxes of all time in the so-called global warming. The deceivers promoting ...

Global Warming Battle Is Over Market Share, Not Science 
Bloomberg - 1 day ago

#### The Global Warming Hoax - The Daily Show with Jon Stewart - 01 ... •



www.thedailyshow.com/.../the-globa... The Daily Show ▼ Jan 6, 2014

Seasonably cold weather across America invalidates global warming. Airdate - 01/06/14.

#### Global Warming - Ron Paul o

www.ronpaul.com > Issues ▼ Ron Paul ▼

"The greatest hoax I think that has been around for many, many years if not hundreds of years has been this hoax on [...] global warming." – Ron Paul on Fox ...

#### Global Climate Scam O

www.globalclimatescam.com/ -

Jan 13, 2014 - By Kurt Schlichter Between **global warming** suckers getting entombed in ice while trying to prove the Antarctic ice cap has melted to most of ...

#### Rush Limbaugh slams polar vortex 'hoax' - Mackenzie Weinger ... •



www.politico.com/.../rush-limbaugh-global-w... Politico ▼ Jan 6, 2014

Rush Limbaugh on Monday accused the media and liberals of creating the polar vortex to "lie" to the public about ...

#### Global Warming Losing Support In US, Climate Change Considered ... •



www.inquisitr.com/.../global-warming-facts-losing-support-in-u... ▼ by Patrick Frye

Jan 16, 2014 - So-called global warming facts are losing support in the United States, with some claiming it's all a fake climate change hoax. As previously ...

Global Warming Hoax Getting Bigger? Facts vs Theory Continues ... www.designntrend.com/.../global-warming-hoax-bigger-facts-vs-theory-... Jan 17, 2014 - Is global warming just a hoax? Many Americans still feel that it is and now is taking the issue less seriously than ever, but the UN warns that ...

Inhofe: 'Fewer and Fewer' Senators Support Global Warming 'Hoax' 
www.newsmax.com/...global-warming-/.../id/546921 ▼ Newsmax Media ▼
Jan 14, 2014 - Sen. Jim Inhofe has launched a new attack on charges of climate 
change, claiming that fewer and fewer senators believe in the hoax, ...

What You Should Show the Crazies Who Think Global Warming Is a ... ○ www.policymic.com/.../what-you-should-show-the-crazies-who-think-gl... ▼
Jan 7, 2014 - For others, it's the perfect time to disprove climate change, once and for all. ... been going into hyperdrive to prove that climate change is a hoax.

#### In-depth articles



#### Climate Change: 'Hoax' Or Crime Of The Century?

Forbes - Sep 2012

Well, we had a warm summer here in the United States, and that brought some of the climate change alarmists out again. Looks like it's time for another rebuttal! John Coleman, the ...



#### Bill McKibben on the Global Warming Hoax

The Daily Beast - Jul 2012

We can now admit it: global climate change is one big hoax. But let's give credit to the special effects experts who brought us June's crazy weather writes Bill McKibben.

Explore: mckibben



#### New NASA Data Blow Gaping Hole In Global ... •

Yahoo! News - Jul 2011

From Yahoo News: NASA satellite data from the years 2000 through 2011 show the Earth's atmosphere is allowing far more heat to be released into space than alarmist computer ...

Explore: nasa global warming

About 186,000,000 results (0.63 seconds)

Global Warming Solutions, Is It Real? - National Geographic 

environment.nationalgeographic.com/.../global-... ▼ National Geographic ▼

Learn about global warming at National Geographic. Get facts, news, wallpapers, watch videos, and learn about solutions.

#### HowStuffWorks "The Global Warming Controversy" o



science.howstuffworks.com/.../global-warmin... ▼ HowStuffWorks ▼ by Jonathan Strickland - in 10,338 Google+ circles
Is Global Warming a Real Problem? Despite a scientific consensus on the subject, some people don't think global warming is happening at all. There are ...

#### News for is global warming real?



Robinson: It may be cold today, but global warming is real Newsday - 4 hours ago
The rallying cry of the denialists -- "It's really cold outside, so global

The rallying cry of the denialists -- "It's really cold outside, so **global** warming must be a crock!" -- can only be taken seriously by those with a ...

Let's chill out about global warming o

Fox News - 6 days ago

Michael Mann's Global Warming Argument Fuels 'Denier' Skepticism 
Forbes - 4 days ago

Skeptic » Reading Room » How We Know Global Warming is Real www.skeptic.com/.../how-we-know-global-warming-is-real/ Skeptic by T Schneider

Dr. Tapio Schneider discusses the science behind human-induced climate change. He is a climate scientist and Professor of Environmental Science and ...

Can global warming be real if it's cold in the U.S.? Um... yes! www.washingtonpost.com/.../can-global-warming-... The Washington Post Jan 6, 2014 - So what does this tell us about global warming? Not very much. Sorry. A single cold snap in the U.S. doesn't disprove global warming any more ...

#### Global warming - Wikipedia, the free encyclopedia o

en.wikipedia.org/wiki/Global\_warming - Wikipedia -

Global warming refers to an unequivocal and continuing rise in the average temperature of Earth's climate system. Since 1971, 90% of the warming has ...

Global Warming is REAL but NOT a Big DEAL | Watts Up With That? 

wattsupwiththat.com/.../global-warming-is-real-b... ▼ Watts Up With That? ▼

Jan 12, 2014 - Guest essay by Dr. Ira Glickstein We've reached a turning point where it is hard for any Global Warming Alarmist to claim (with a straight face) ...

#### Jon Stewart Reminds Us That Global Warming Is Real Even Though ... •

www.huffingtonpost.com/.../jon-stewart-... ▼ The Huffington Post ▼ by Ross Luippold - in 123 Google+ circles
Jan 7, 2014 - Upon returning from his holiday hiatus, Jon Stewart wasted no

time getting to what's on everyone's mind: It's really cold. Like, really, really cold.

Climate change still real despite cold snap - USA Today 
www.usatoday.com/story/.../climate-change-cold.../435936... ▼ USA Today ▼
Jan 8, 2014 - It happens every winter. Usually sometime between Santa's squeeze down
the chimney and the Groundhog's peek out of his hole. a cold snap ...

Nancy Kaffer: Here's a cold hard fact — global warming is real ... ○
www.freep.com/.../climate-change-polar-vortex-mic... ▼ Detroit Free Press ▼
Jan 10, 2014 - This winter's cold weather — and it's worth nothing that while Americans are experiencing record-breaking cold, countries around the world are ...

#### In-depth articles



#### No Need to Panic About Global Warming O

The Wall Street Journal

Candidates should understand that the oft-repeated claim that nearly all scientists demand that something dramatic be done to stop global warming is not true. In fact, a large and growing number of ...



### To The Horror Of Global Warming Alarmists, Global ... Forbes - May 2013

The state of the current scientific literature reflects an overwhelming (> 97%) working assumption by relevant scientists that human-caused **global warming** is **real** and happening; but, ...



#### Global Warming's Terrifying New Math O

Rolling Stone - Jul 2012

Global Warming's Terrifying New Math. Three simple numbers that add up to global catastrophe - and that make clear who the real enemy is ...

Explore: bill mckibben

## Is global warming a hoax?

## Is global warming a hoax?

Global Warming + Hoax

## Is global warming real?

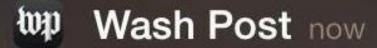
## Is global warming real?

Global Warming + Real

## Hello

Hello

Hello



Arizona governor vetoes controversial anti-gay bill

slide to view



WSJ now

Arizona governor vetoes religiousfreedom bill.

Framing

r crsonal Learning EnvironmentSources you've chosen Comfortable RealityFilter Bubble Sources chosen for you Convenient DigitalLanguage Shaped by your info Our  $c_{onsumption}$ Echo chamber Different from other

# Civil Discourse

Rhetoric vs. Discourse



66 From Incivility to Outrage: Political Discourse in Blogs, Talk Radio, and Cable News" Sobeiraj & Berry, 2011 "...a particular form of political discourse involving efforts to provoke visceral responses (e.g., anger, righteousness, fear, moral indignation) from the audience..."

"...sidesteps the messy nuances of complex political issues in favor of melodrama, misrepresentative exaggeration, mockery, and improbable forecasts of impending doom."

Media environment uniquely supportive of outrage-based political discourse

Big 3 vs. Narrowcasting

Carving out niche audiences to deliver to advertisers

"...our political diet is increasingly composed of unvetted news and unedited opinion."

- 89.6% of cases sampled contained at least 1 outrage incident
- Most common forms:
  - Mockery

  - Misrepresentative Exaggeratione
    Insulting Language Utrage



Both Conservatives and Liberals employ outrage, but Conservatives do it more frequently



Increasingly polarized populace lured into media environments that flatter "them for their moral and intellectual superiority, as demonstrated by their ability to see through the manipulative smoke, mirrors, and buffoonery offered by the other side."



"As a result, our citizenry may include an increasing number of opinionated citizens immersing themselves in a media world filled with voices who share and bolster their existing perspectives without challenging them."

66 Does it Matter Where You Read the News Story? Interaction of Incivility and News Frames in Political Blogosphere Borah, 2012



"The Internet has become one of the common tools for political discourse and scholarly attention has increasingly turned to the role of this new medium in reinvigorating democracy."

Anonymity allows for the free expression of views and provides exposure to crosscutting information.

Can also initiate vicious debate, undermining ideals of democracy.

Creates hostility between opposing sides of an issue

Causes people to "become defensive about their own beliefs and their attitudes become certain..."



"Hostile attitudes toward the other side brought about by incivility could erode deliberative discourse online. If individuals on different sides of an issue do not respect each other, they could become more polarized through political discourse."



Ironically, incivility polarizes individuals' attitudes and leads to increased participation.



No longer guaranteed that "a New York Times article will be read as a print copy or on the New York Times website"

It does matter where you read a news story, since "uncivil messages accompanying the repurposed news story influences several democratic outcomes."



When Corrections Fail: The

Persistence of Political

Persistence of Misperceptions

Nyhan, & Reifler, 2011

Effect Backfire

Presenting people with factual information as a misinformation:

Fails to reduce misperceptions

Can even strengthen

misperceptions among
ideological subgroups

Online and Uncivil:

Patterns and Determinants

of Incivility in Newspaper

Website Comments

Coe, Kenski, & Rains, 2014

"...Civil discourse—the free and respectful exchange of ideas— has been viewed as a democratic ideal..."

2010 survey: 8/10 Americans viewed "the lack of civil or respectful discourse in our political system" as a "somewhat serious" or "very serious" problem.

Civil Discourse



Genuine engagement requires that people actually talk to each other

The use of incivility tends to delegitimize political arguments and lower audience evaluations of those making them.

evaluations of those making them.

Civil Discourse

"However, it remains to be seen whether people participating in an online discussion disapprove of incivility as it is occurring."

National media vs. local; Congress vs. local representatives

Civil Discourse

55.5% of articles included at least one uncivil comment.

22% of comments contained some form of incivility

Lengthier discussions did not result in a higher incidence of incivities Civil Discourse

- Most prevalent was name-calling
- Regular commenters were less likely to engage in incivility
- Incivility is contextual

  - Source Gardles Discourse

Articles quoting Obama, 32.7% of comments were deemed uncivil

True discussions contained less incivility

Civil Discourse



"Uncivil commenters are slightly more likely to bring evidence to bear in support of their claims...it is not the case that uncivil comments are necessarily irrational."

# Civil Discourse

Role of the Library

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

## ALA Code of Ethics

66 VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to representation of the aims of interfere With fair our institutions or the provision of access to their information resources.

## ALA Code of Ethics

<u>Confidentiality/Privacy</u> <u>Democracy</u> 66 <u>Diversity</u> Librarianship Values <u>Education</u> and <u>Lifelong</u> Intellectual Freedom Preservation The Public Good Professionalism 66 <u>Service</u>  $S_{0}$ 

66 All information resources that are provided directly or indirectly by the library, regardless of technology, format, or methods of delivery, should be readily, equally, and equitably accessible to all library users.

Values

Access

A democracy presupposes an informed citizenry. The First Amendment mandates the right of all persons to free expression, and the corollary right to receive the expression of others. The publicly constitutionally protected supported library provides free and equal access to information for all people of the community the library serves.

Values

## Democracy

66 We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve.

Values

Diversity

We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

Values

Intellectual Freedom ALA recognizes its broad social responsibilities. The broad social responsibilities of the American Library Association are defined in terms of the contribution that librarianship can make in ameliorating or solving the critical problems of society; support for efforts to help inform and educate the people of the United States on these problems and to encourage them to examine the many views on and the facts regarding each problem; and the willingness of ALA to take a position on current critical issues with the relationship to libraries and library service set forth in the position statement.

Values

Social Responsibility

Information literacy workshops/instruction Balance Encourage use of "source" information, free of filter and bias D Striking Emphasize the Internet's ability to expand a person's experience, to understand people, to build communities

Balance D Striking

Creation of digital

Current events blog linking to "source" information/documents; addresses different sides of debate

Current events research

Social departs

Socia

Promote the use of least CNN, etc... ABC, CBS,

To connect and exchange

Bring People  $T_{OGether}$ 

Events with mass appeal...like mini-cons!

Problem-solving:
Hackathons

SS TEDX

What do you think?

#### Questions?

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Instruction/Reference Librarian

University of South Carolina Aiken

BrandyH@usca.edu

